

(19) World Intellectual Property  
Organization  
International Bureau



(43) International Publication Date  
2 June 2005 (02.06.2005)

PCT

(10) International Publication Number  
**WO 2005/050496 A1**

(51) International Patent Classification<sup>7</sup>: **G06F 17/60**

River Dymanics Pty Ltd, Suite 32, Jones Bay Wharf, 22-32  
Pirrana Road, Pyrmont, NSW 2009 (AU).

(21) International Application Number:  
PCT/AU2004/001631

(74) Agent: **FREEHILLS PATENT AND TRADE MARK  
ATTORNEYS**; Level 32,, MLC Centre, 19-29 Martin  
Place, Sydney, NSW 2000 (AU).

(22) International Filing Date:  
24 November 2004 (24.11.2004)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:  
2003906465 24 November 2003 (24.11.2003) AU

(71) Applicant (for all designated States except US): **RIVER  
DYNAMICS PTY LTD** [AU/AU]; Suite 32, Jones Bay  
Wharf, 22-32 Pirrara Road, Pyrmont, NSW 2009 (AU).

(81) Designated States (unless otherwise indicated, for every  
kind of national protection available): AE, AG, AL, AM,  
AT, AU, AZ, BA, BB, BG, BR, BW, BY, BZ, CA, CH, CN,  
CO, CR, CU, CZ, DE, DK, DM, DZ, EC, EE, EG, ES, FI,  
GB, GD, GE, GH, GM, HR, HU, ID, IL, IN, IS, JP, KE,  
KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD,  
MG, MK, MN, MW, MX, MZ, NA, NI, NO, NZ, OM, PG,  
PH, PL, PT, RO, RU, SC, SD, SE, SG, SK, SL, SY, TJ, TM,  
TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN, YU, ZA, ZM,  
ZW.

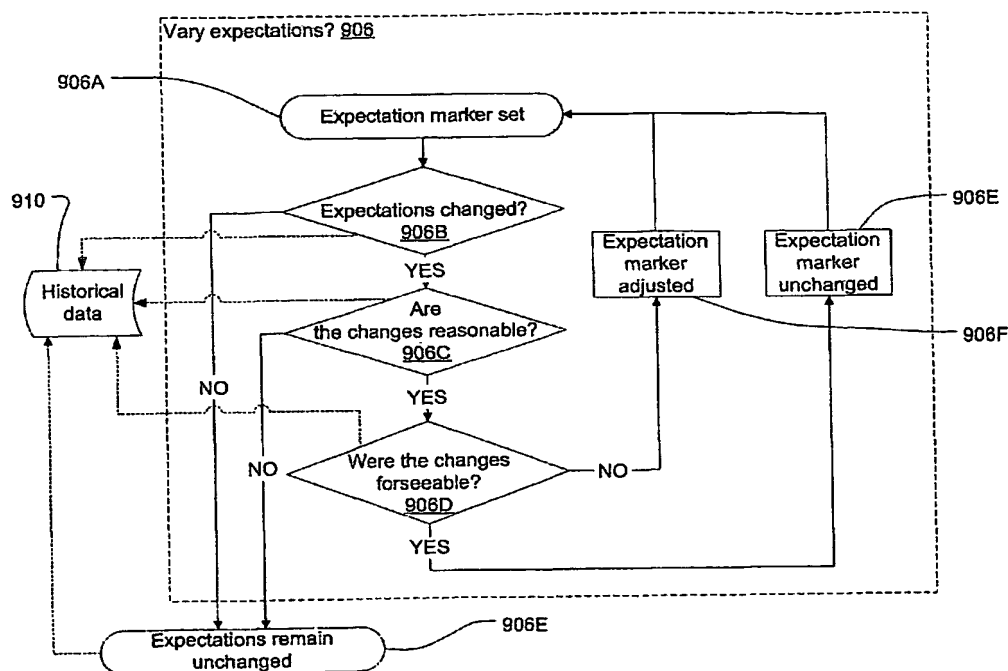
(72) Inventors; and

(75) Inventors/Applicants (for US only): **HUDGEON, Dou-  
glas Robert** [CA/AU]; River Dymanics Pty Ltd, Suite 32,  
Jones Bay Wharf, 22-32 Pirrara Road, Pyrmont, NSW  
2009 (AU). **BRAND, Derek** [AU/AU]; River Dymanics  
Pty Ltd, Suite 32, Jones Bay Wharf, 22-32 Pirrara Road,  
Pyrmont, NSW 2009 (AU). **BRAND, Marie** [AU/AU];

(84) Designated States (unless otherwise indicated, for every  
kind of regional protection available): ARIPO (BW, GH,  
GM, KE, LS, MW, MZ, NA, SD, SL, SZ, TZ, UG, ZM,  
ZW), Eurasian (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM),  
European (AT, BE, BG, CH, CY, CZ, DE, DK, EE, ES, FI,  
FR, GB, GR, HU, IE, IS, IT, LU, MC, NL, PL, PT, RO, SE,

[Continued on next page]

(54) Title: **SERVICE EXPECTATION MONITORING**



(57) Abstract: There is disclosed a method and system for selecting a service provider to perform a particular service based on historical expectation differential data. The expectation differential data is preferably derived from the service provider's actual performance and a performance expectation. Methods of determining and varying expectations are also disclosed.



SI, SK, TR), OAPI (BF, BJ, CF, CG, CI, CM, GA, GN, GQ,  
GW, ML, MR, NE, SN, TD, TG).

— with amended claims

**Published:**

— with international search report

*For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.*